AVR
An i3 Verticals Company

Managed Back Office Administration
Streamlining Your Back Office to Manage Work More Efficiently

AVR's Managed Back Office Administration (MBA) offers a full range of services, throughout the Billing Cycle. Payments and billing will be up and running immediately after conversion. Bank Deposits are made daily and we process your customer's payments and post them for you.

MBA offers complete transparency of data. If required, we inter-connect your data so that it is easily available to your staff. Our experienced staff streamlines the posting process for you. Checks and balances are in place, assuring you peace of mind and accuracy.

ADVANTAGES OF USING MBA

AVR Personnel Available If You Have an Issue

Delinquent Letters & Door Tags Assistance

Access Reports to Help Balance Bank Statements

Quicker Deposits Than In-House Processors

More Cost Effective Than Billing In-House

No Learning Curves to Learn Software

All Payments Are Checked & Balanced

Customizable Services to Fit Your Needs

SERVICES MBA PROVIDES

Billing

MBA will process billing statements each month based on the guidance of the operator. Bills are automatically calculated based on meter reads and the rate ordinance that was provided by the operator for each of its districts.

Secured File Storage of Payments

Every payment that is processed by MBA is stored electronically for a minimum of 2 years and can be accessed for clients upon written request.

Support

MBA provides general support for our clients and if MBA cannot immediately resolve an issue that issue will be escalated to the next higher support level for resolution.

Research

MBA provides general to complex research of payments, discrepancies, etc.

PAYMENT CHANNELS

uScan | Lock Box – Payments are mailed to a secure mail box and processed in the MBA office daily Monday through Friday. All payments received are processed the same day.

Online Payments

Recurring ACH/Credit Cards

Customers that sign up for this service will have funds drafted from their bank account or applied to their credit card each month based on their current balance and they will not have to worry about manually making payments each month or forgetting to make a payment.

uReceivables

Payments can be made by customers through online banking or at one of their local payment outlets that accepts utility payments, such as Fiesta, Kroger, HEB, etc.

uInstapay

Payments made using the QR code on the customer's billing statement, allows the customer to retrieve payment information regarding their account and to make payments in a few effortless steps.

Pack Files

Payments that are made online using the billing portal/website or via telephone, can be made by check or credit/debit card payments.

For More Information, Please Contact Us: (855) 876-0801 or sales@avrub.com